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USER'S HELP MANUAL

Software Version 3.0.5

CarMD®

FOR THE **LIFE** OF YOUR CAR

CarMD® User's Help Manual

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CarMD® User's Help Manual

Software Version 3.0.5 / January 20, 2010

As a **CarMD owner**, you gain access to an extensive online database that gives you the vehicle diagnostic information that – until now – only your mechanic had. Our many years of automotive tester expertise partnered with your Internet access allow you to enjoy the confidence and peace of mind that comes by knowing you're in control of the life of your vehicle. By combining the CarMD tester with our website, you now have the power to:

- Find out why your "Check Engine" light is on
- Diagnose what's wrong with your vehicle
- Find the cure to the problem that includes estimated repair costs – parts & labor
- Save money by detecting and repairing problems early before they require thousands of dollars to repair
- Save time by taking good care or your vehicle – avoid getting stranded
- Learn ways to keep your car healthy and save you money
- Inspect a used car before buying or selling – avoid buying a "lemon"
- Identify hidden problems before taking a road trip
- Find out if your vehicle will pass an emissions (smog) inspection
- Check for your vehicle's Safety Recalls and Technical Service Bulletins*
- Watch special "How To" videos
- And much more…

About This Manual

This manual is intended to supplement the included *Quick Reference User's Guide* included with the product. It provides more detailed information on the use and operation of the CarMD handheld device, how to setup and use your personal CarMD web account, how to install the software on your Windows® PC or Apple® Macintosh, how to access other services offered, and common troubleshooting tips. Most of your questions should be answered in this help file and on our website at *CarMD.com* under Support.

Safety Precautions

There is no need to open the hood to use this product. However, always observe the following safety precautions when performing work on your vehicle:

- Operate your vehicle in a well-ventilated area
- Before starting, make sure the parking brake is engaged and put the transmission in Park (automatic) or Neutral (manual)
- Avoid contact with hot engine parts
- Read your vehicle's service manual and follow its safety precautions

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CarMD at a Glance

Here is a quick look at the controls and indicators on the CarMD tester.

[1] DLC Connector – (Data Link Connector) connects to your vehicle's diagnostic port to retrieve its diagnostic information

[2] On/Off Button – turns the device "On" or "Off" (for off-vehicle review only)

[3] Scroll Button – scrolls through all retrieved diagnostic trouble codes when more than one is present

[4] Color-Coded LEDs – offer a quick indication of your vehicle's current health status

[5] LCD Display – displays test results and CarMD functions; all are decoded at the website

[6] USB Connector – connects tester to your computer using the included USB cable

Using CarMD…It's Easy!

Make Sure to Have Your Vehicle's VIN

If this is your first time using the CarMD device, you will need to write down your Vehicle Identification Number (or VIN) to run a report at *CarMD.com*. This information is vital in order to provide you with the right diagnostic information. Your VIN is usually listed on your vehicle's registration card, vehicle insurance card, on the driver's side door jamb, and printed on the driver's side dash – viewable through the windshield. Here is an example:

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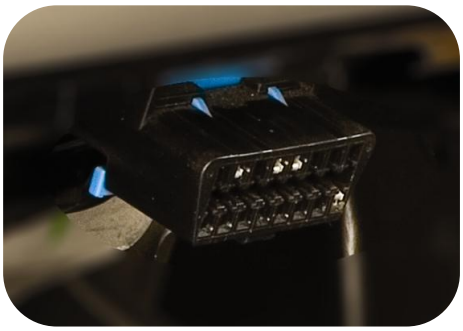
[1] Connect the CarMD Device to Your Vehicle

CarMD connects into a universal 16-pin Data Link Connector (or DLC) found inside your vehicle. It is usually located under the dashboard on the driver's side. This connector is standard on all 1996 and newer vehicles sold in the U.S., Canada, and Mexico. The shape is also standard and looks like the image shown at the right.



The connector is designed in such a way that tools can only be connected the correct way. If you cannot find the connector or you need more help, please visit us at *CarMD.com* to find the specific location for your vehicle. The site offers a diagram with a photo showing the exact location of the connector.

[2] Turn the Ignition Key to "ON", But Do Not Start the Vehicle

The ignition must be turned on within 10 seconds from the time CarMD is connected to avoid possible errors. When properly connected, it will beep twice to indicate a good connection. It will take up to a minute to retrieve the diagnostic information. When completed, the tester will beep four times to indicate that it has collected all its diagnostic information.

PLUG IN YOUR CARMD TOOL TO YOUR CAR

TURN THE IGNITION TO "ON"

[3] Connect the CarMD Device to Your Computer

Using the included USB cable, connect the CarMD device to your PC or Mac. Follow the step-by-step instructions under the *Software Installation* section.

CONNECT YOUR CARMD TO YOUR COMPUTER

GET DETAILED REPORT FROM YOUR COMPUTER

Can't Get to a Computer?

No problem! Registered CarMD customers can call CarMD's ASE Certified techs toll-free at 888.MyCarMD (888.692.2763) to get a diagnosis over the phone.

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Software Installation

Using CarMD is easy. The handheld tester, software and website have been designed to make your interactive experience simple and trouble free.

System Requirements

The following are the recommended minimum operating system requirements:

PC: Windows® XP, Windows® Vista (32/64 bit editions), Windows® 7 (32/64 bit editions)

MAC: Apple® Mac OS X 10.4.4 or newer (Including Snow Leopard)
Any Intel, PowerPC G3, G4, or G5 processor running at 700 MHz or more

ALL: 256 MB of RAM
100 MB free disk space
Internet Connection
CD/DVD ROM Drive
USB Port (preferably version 2.0)

Installing on a Windows® based PC

1. Insert the CarMD software CD into your computer's CD-ROM drive. The CarMD software CD will "auto launch" the installation program. Depending on your system, it may take a few moments to run the program. If the program does not launch, click on the *My Computer* desktop icon to view its contents and double click on the *CD-ROM* icon to start the program.

CarMD
FOR THE LIFE OF YOUR CAR
WELCOME TO THE CARMD FAMILY
NEXT
Thank you for selecting CarMD to be a part of your vehicle's regular wellness program. Using your CarMD handheld device is easy. We've designed the tool, software and website to make your interactive experience simple and trouble-free.
To begin, select the Watch Demo Video button to view a short video demo presentation. This video walks you through CarMD's handheld device functions and features, and demonstrates how convenient it is to set up your CarMD account online and use the CarMD website. This information is also included in your CarMD Quick Reference User's Guide.
After watching the video, you are ready to install the CarMD software. Simply select Install CarMD
Software from the menu to begin the installation. Should you have any questions, the application's Help section can provide answers about the installation, account setup and tool settings.
Once you complete the software installation and setup your account, you are ready to give your vehicle its first CarMD Vehicle Health Checkup. Remember, CarMD is much more than a tester that identifies why your Check Engine light is on. CarMD is a web-enabled system that allows you to take control of your vehicle's health and maintenance. As a member of the CarMD family, you now have special access to a wide range of automotive information, resources and products to help ensure the best Life of Your Car.
QUIT
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CARMD.COM

2. Select the ***Watch Demo Video*** button to watch a short video presentation. The video will walk you through CarMD's tester features and functions, as well as software installation.
3. To install the software, select ***Install CarMD Software*** from the menu to begin installation. The installation wizard will prompt you through the installation process.
4. Once the software is installed and running on your PC, it is important to set up your account for the first time by connecting the CarMD tester with the included USB cable to your PC.

   NOTE: *You can identify that your software is running by the icon that is placed on your Windows® Task Bar:*

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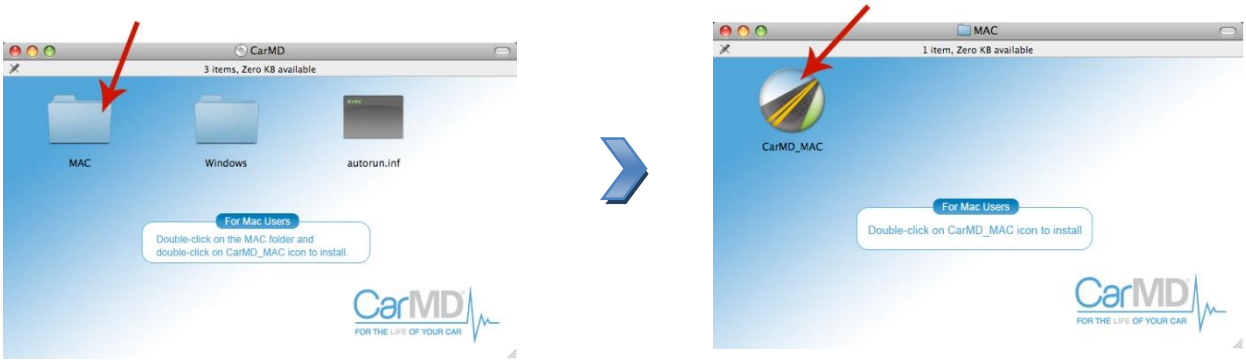
Installing on an Apple® Macintosh

1. Insert the CarMD software CD in your computer's CD-ROM drive and double click on the MAC folder to view its contents.



2. Double click on the *CarMD_MAC* icon to start the installation routine.

3. Select the ***Watch Demo Video*** button to watch a short video presentation. The video will walk you through CarMD's tester features and functions, as well as software installation.

WELCOME TO THE CARMD FAMILY
NEXT
Thank you for selecting CarMD to be a part of your vehicle's regular wellness program. Using your CarMD handheld device is easy. We've designed the tool, software and website to make your interactive experience simple and trouble-free.
To begin, select the Watch Demo Video button to view a short video demo presentation. This video walks you through CarMD's handheld device functions and features, and demonstrates how convenient it is to set up your CarMD account online and use the CarMD website. This information is also included in your CarMD Quick Reference User's Guide.
After watching the video, you are ready to install the CarMD software. Simply select Install CarMD
Software from the menu to begin the installation. Should you have any questions, the application's Help section can provide answers about the installation, account setup and tool settings.
Once you complete the software installation and setup your account, you are ready to give your vehicle its first CarMD Vehicle Health Checkup. Remember, CarMD is much more than a tester that identifies why your Check Engine light is on. CarMD is a web-enabled system that allows you to take control of your vehicle's health and maintenance. As a member of the CarMD family, you now have special access to a wide range of automotive information, resources and products to help ensure the best Life of Your Car.
QUIT
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CARMD.COM
WELCOME TO THE CARMD FAMILY
Watch Demo Video
Install CarMD Software
About CarMD
Help Documents
QUIT
CARMD.COM

4. To install the software, select ***Install CarMD Software*** from the menu to begin installation. The installation wizard will prompt you through the installation process.

5. Once the software is installed and running on your Mac, it is important to set up your account for the first time by connecting the CarMD tester with the included USB cable to your Mac.

   NOTE: *You can identify that your software is running by the icon that is placed on your Dashboard or by clicking ALT+TAB to see all current programs running:*

Configuring & Using Your CarMD Software

The CarMD software allows the handheld tester to communicate with the *CarMD.com* website. This site will provide you a wealth of knowledge to help you manage the health of your vehicle.

On a Windows® based PC

- You can manage your CarMD® software by double clicking on the CarMD icon that is placed on the bottom right tray of your Windows® Task Bar.

- You can also manually launch the program by using the Windows® Start menu:

START → All Programs → CarMD → Run CarMD

On an Apple® Macintosh Computer

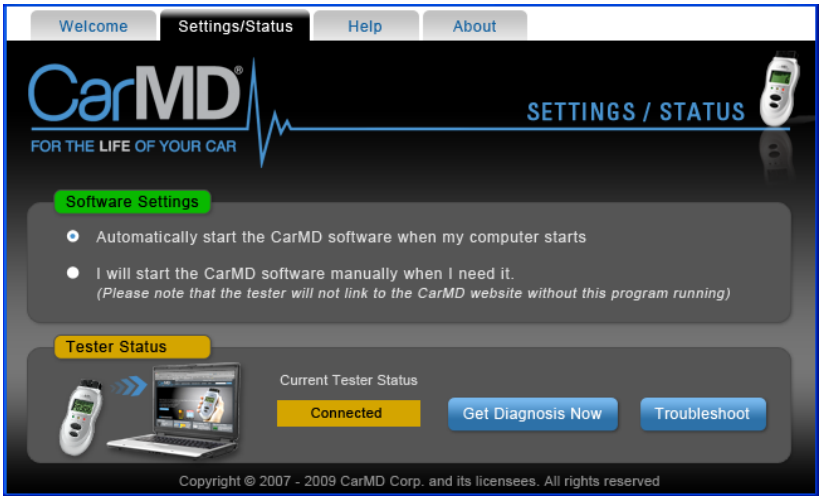
- You can manage your CarMD® software by clicking on the CarMD icon that is placed on your Dashboard:
  - *NOTE:* You may need to click twice – once to start the program and another time to open the program.

The CarMD Runtime Software

The CarMD software interface works the same in both Windows and Mac environments. The interface is divided into four tabs: **Welcome** | **Settings/Status** | **Help** | **About**

1. Settings & Status Tab

This tab allows you to configure the software on how it will function with your operating system.


Welcome
Settings/Status
Help
About
SETTINGS / STATUS
Software Settings
Automatically start the CarMD software when my computer starts
I will start the CarMD software manually when I need it.
(Please note that the tester will not link to the CarMD website without this program running)
Tester Status
Current Tester Status
Connected
Get Diagnosis Now
Troubleshoot
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a. Software Settings

- **Automatically start the CarMD software when my computer starts** – *(recommended)* by selecting this option, your computer will be ready to launch the CarMD tester whenever your CarMD handheld tester is connected to a USB port.

- **I will start the CarMD software when I need it** – by selecting this option, you will be required to manually launch the CarMD program whenever you want to connect the tester with your PC.

Please be advised that the tester will not communicate with the website if this application is not running. Also, make sure that the application is running first prior to connecting the tester to your computer.

b. Tester Status – This tells you if your tester is **CONNECTED** or **DISCONNECTED** from your computer. It is mainly used for troubleshooting purposes.

c. Get Diagnosis Now / Troubleshoot – these buttons are reserved for troubleshooting your device and should only be used when directed by a certified CarMD technical support technician.

2. Help Tab

a. **Launch Help** – Opens this help PDF document installed in your system.

b. **Get Support** – Launches the CarMD website to give you the latest information on product support.

c. **Launch CarMD.com Now** – Launches the home page of the CarMD website.

3. About Tab

This page provides you with additional contact information and vital information about your CarMD software (Software Version) and CarMD tester (Firmware Version). You will need this information if you ever need to contact CarMD's customer service center

Welcome
Settings/Status
Help
About
CarMD
FOR THE LIFE OF YOUR CAR
ABOUT CARMD
Tester Interface
Software Version: 2.1.3
Firmware Version: 1.1.4
CarMD.com Corp.
Fountain Valley, CA 92708
U.S.A.
Technical Support
Ph: 888-MyCarMD (888.692.2763)
Fax: 714-241-0240
Email: support@CarMD.com
Website: www.CarMD.com
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The CarMD Website – *Public Pages*

CarMD.com is your portal to "everything automotive". Here you will find numerous resources to help maximize the *Life* of your car. We are constantly updating the website, so we encourage you to visit often. The public portion of the site is divided into five major sections:

1. **CarMD 101** – Visit here to learn more about what CarMD has to offer. CarMD is much more than a handheld tester. It gives answers to common questions about the product, offers "real stories" of actual customers using the product (*tell us yours…*), and much more.

2. **CarMD SOLUTIONS** – Here you can learn about all the product offerings CarMD provides. This includes a handheld device, a kiosk, and a membership plan that provides the additional information you need to make your own repairs. The *CarMD Vehicle Health Plan*™ also includes unlimited access to our Technical Service Bulletin database, which is "hot fixes" published by vehicle manufacturers that quickly help resolve a common problem for your particular vehicle.

3. **YOUR CAR A TO Z** – This is the area where you can increase your knowledge about your vehicle, which can help save you time and money. It provides instructional and informational videos of things you can do yourself to help save you money; it offers a complete section on how to purchase your next vehicle; it includes a searchable database for Vehicle Safety Recalls, which are fixes generally covered by your vehicle manufacturer; a comprehensive glossary of technical terms; and more.

4. **SUPPORT** – CarMD is proud to only staff ASE certified automotive technicians to support your needs. What this means to you is having the confidence to know that our techs are very knowledgeable when it comes to your vehicle. In fact, these are the same technicians that help design, build, and maintain our products and information.

5. **SHOP** – Here is where you can buy additional services and products offered by CarMD. You can also find our shipping and returns policy under this link.

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The CarMD Website – *Private Pages*

By registering your device with *CarMD.com*, you gain access to a database of "real-life" fixes taken from thousands of automotive technicians across the country. With every registered device, you have the option to register up to *three (3) vehicles* and run up to *six (6) reports* per month. Also, be aware that you do not need to log in with your tester if you get a green LED result. A green LED means that your vehicle's engine systems are functioning okay.

Creating Your CarMD Account

CarMD is much more than a tester that reads and decodes your car's onboard computer; it's a web-enabled system that lets you cost effectively manage the health of up to three household vehicles. As a CarMD customer you have special access to a wide range of resources that are vital to the health of your car(s).

To set up your account:

- Turn on your computer and make sure you are connected to the Internet *before* continuing.
- Select an open USB port to your computer and connect the male end of the included cable to your computer. Please note that the connector only fits one way.
- Connect the other end of the cable to the handheld tester and follow the on-screen prompts. In a matter of seconds you will be automatically connected to the registration page within the CarMD.com website.
- Click the **Register Now** button.
- The CarMD Member Registration form displays.
- Complete all marked fields with an asterisk (*). *Please read our privacy policy at the CarMD.com website.*
- When entering your **Password**, *be sure* to enter the password *exactly* the same way in *both* text boxes. Your password can be a *maximum* of 18 characters long. To guard your privacy, you may wish to use both alphabetic and numeric characters in your password.
- Check the "I accept" box to the licensing agreement and click on the **SUBMIT** button.
    - If your registration is not successful, an error message will display. It will list all the errors at the top of the page. Correct by re-entering the requested information.
    - Only *one* CarMD account can be registered for any given email address.
- Now you are ready to give your vehicle its first check-up.

Note: *You can always edit your personal information at any time by using the left bar navigation on your **My CarMD Portal** page. Simply select the **My Personal Profile** link to access and edit your contact information and password.*

Logging Into Your CarMD Account

The Register/Log On page displays every time you access the CarMD website using the CarMD device. If you have an active CarMD account, you can log into CarMD from this page.

> **Note:** *If you have not created a CarMD account, you can create an account from the Registration/Login page.*

1. Enter your email address in the **Email Address** text box.
2. Enter your personal password in the **Password** text box.
3. Click the **LOG ON** button to access your CarMD account.

Running a Report

1. Connect the CarMD Tester to your vehicle and *retrieve any codes* stored in your vehicle's computer.
2. Turn on your computer and make sure you are connected to the Internet before continuing. *Be sure* the CarMD *software is running* on your computer.

> If you selected the ***Automatically start the CarMD software when my computer starts*** during *Software Installation*, the CarMD software starts each time you turn your computer on. If you selected ***I will start the CarMD software when I need it*** option during *Software Installation*, you must *manually* start the CarMD software from your **Window's** Start menu or **Mac** Dashboard.

3. Select an open USB port to your computer and connect the male end of the included cable to your computer. Please note that the connector only fits one way.
4. Connect the other end of the cable to the CarMD Tester and follow the on-screen prompts. You will be automatically connected to the Registration Page within the CarMD.com website.

From the Registration Page, you may:

- ***Create a New CarMD Account*** – The first time you access the CarMD website using the CarMD Tester, you *must* create an account in order to retrieve diagnostic information. *Only one* account can be created for any given CarMD Tester. You can register up to *three* vehicles with your CarMD account.
- ***Login to an existing CarMD Account*** – Once you have created your CarMD account, you can login to the account from the registration page to retrieve diagnostic information, add or delete vehicles, or edit your personal information.

5. If you *have not* added any vehicles to your account, the *Add Vehicle screen* displays.
6. If you *have* added vehicles to your account, the *Select Vehicle screen* displays.

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My CarMD Portal

Once you *login to your account*, you will be taken directly to your personal "*My CarMD Portal*" page. Your CarMD Portal offers a quick snap shot of your account. Here you can view the following information:

- **Registered Devices** – this shows how many CarMD devices are registered to your account.
- **Vehicles Registered** – this shows the total number of vehicles associated to your personal account. As a rule, you are allowed three (3) vehicles per registered device.
- **Vehicles Available** – this shows how many vehicles are available to your account.
- **Allowed Test Reports Per Month** – based on your registered devices, you are allowed a total of six (6) reports per month per registered device.
- **Current CarMD Reports** – this table shows the last three reports you performed, which includes the date of the last test report, the nickname of the vehicle tested, and the test results. Clicking on the vehicle nickname will jump you to the detailed *test results page*.

Did CarMD help you save time or money? Don't forget to tell us your personal CarMD story. Just click on the "Share Your CarMD Story".

Editing & Viewing Your Information

The left navigation bar on your My CarMD Portal page provides a way to view and edit your personal account information.

1. My CarMD Account

a. Add a Vehicle

There are two ways to add a vehicle to your account – **(1)** *Running a Report,* or **(2)** Manually adding it through your "*My CarMD Portal*". You may add *up to three* vehicles to your account for each registered device.

You will need to know your vehicle's VIN number in order to add the vehicle to your account.

- Enter the Vehicle Information Number (VIN) for your vehicle in the **VIN** text box.
- Select the transmission type for your vehicle from the **Transmission** drop-down menu.
- Enter your vehicle's approximate mileage in the **Mileage** text box.
- Click the **SUBMIT** button.

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- The *Confirm Vehicle* screen displays. The *Confirm Vehicle* screen provides a general description of your vehicle based on the VIN information you entered. Please carefully review the information displayed to verify it reflects the *correct* vehicle (the vehicle from which diagnostic codes were retrieved).
- Enter a "nickname" for the vehicle in the **Vehicle Nickname** text box. (By default, the vehicle nickname is "My *vehicle year/make/model*).
- If the vehicle description on the *Confirm Vehicle* screen *is not* accurate, click the **No, this is not my vehicle** button

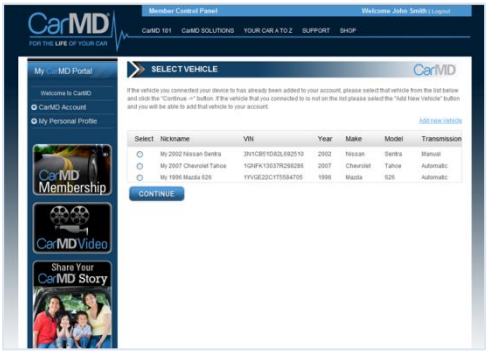
  ➔ An ERROR page should appear. Click on **I'd like to try again** button to return to the *Add Vehicle* screen OR click **Have a Tech Contact Me** button to have a CarMD technical support technician contact you.

- If the vehicle description on the Confirm Vehicle screen *is* accurate, click the "**Yes, this is my vehicle**" button.
- IF YOU RAN A REPORT = The *CarMD Health Report* screen displays with your test results
- IF YOU MANUALLY ADDED A VEHICLE = The *Registered Vehicles* screen is displayed

Selecting an Existing Vehicle

Once you have added one or more vehicle's to your CarMD account, the Select Vehicle screen displays when you access CarMD using the CarMD Tester. To choose an existing vehicle, select the radio button next to the desired vehicle, then click the ***CONTINUE*** *button; the Diagnostic Report screen for the selected vehicle displays.*

To add a new vehicle, click the ***Add a Vehicle*** *link on the top right corner; the Add Vehicle screen displays. Add the new vehicle as described above.*



b. Registered Vehicles

This section offers you a way to view a complete listing of all the vehicle's registered under your account. This page shows the **Nickname**, **VIN**, **Year**, **Make**, **Model** and **Transmission** type for *each* vehicle. If desired, you can edit the "nickname" for *any* vehicle listed.

- Click the **EDIT** link for the desired vehicle to open the Edit Vehicle screen. The screen shows the current "nickname" and general information for the selected vehicle.

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- Edit the "nickname" for the vehicle in the **Nickname** text box.
- Click the **Save** button.
- The screen returns to the *Registered Vehicles* page, with the *new* "nickname" for the vehicle shown in the vehicle details.

c. Registered Devices

The Registered Devices page lists *all* CarMD Testers registered to your CarMD account, and shows the date the account for each Tester was created (**Date Registered**), the maximum number of vehicles allowed for the account (**Max Vehicles**), the **Max Monthly Reports** allowed for the account**,** current account **Status**, and whether or not you are the **Original Owner** of the Tester.

d. Report History

The *Report History* page offers a complete listing all of the test results for every vehicle registered under your CarMD account. The presented diagnostic report table includes the **Report Date** of the last test report, the **Vehicle** nickname of the vehicle tested, and the **Test Result** for each report. Clicking on the vehicle nickname will jump you to the detailed *test results page*. To view a list of reports for a *single vehicle only*, select the desired vehicle from the **Get report list for** drop-down menu.

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→ ***What do the Test Results icons indicate?***

ICON	DEFINITION
	Green LED – All systems are reporting good and healthy status
	Yellow LED – Possible Problem / May require service
	Red LED – Problem Found / Needs Service

2. My Personal Profile

a. Edit Contact Information

Once you have created your CarMD account, you can edit your personal information at *any time*.

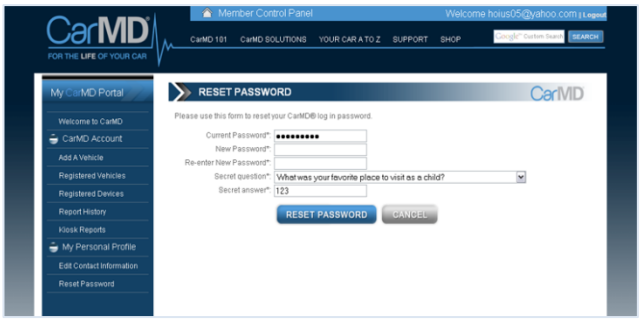
- Click the **Edit Contact Information** link in the CarMD left navigation bar to open the edit screen
- Edit your personal information as desired.
- Click the **SAVE** button to save your changes. If your update *is not successful*, an error message shows at the top of the screen indicating any field errors. Re-enter your personal information as needed, then press the **SAVE** button. The *CANCEL* button exits you from this screen without making any changes.

CarMD
FOR THE LIFE OF YOUR CAR
Member Control Panel
CarMD 101
CarMD SOLUTIONS
YOUR CAR A TO Z
SUPPORT
SHOP
SEARCH
My CarMD Portal
Welcome to CarMD
CarMD Account
Add A Vehicle
Registered Vehicles
Registered Devices
Report History
Kiosk Reports
My Personal Profile
Edit Contact Information
Reset Password
EDIT MEMBER INFORMATION
Please use the form below to update your personal profile. It's important to keep your information current so we can continue to provide you the latest information on all of your CarMD® services. Please read our privacy policy regarding your personal information.
Fields with * are required.
Salutation* Mr.
First Name* John
Last Name* Smith
Address 1* 123 main st
Address 2
City* irvine
State* California
Zip* 92612
Country USA
Phone* 957-845-6213
Email* hoius05@yahoo.com
Purchase From* CarMD.com
SAVE
CANCEL
CarMD Membership
CarMD Video
Share Your CarMD Story
Contact Us | Company Profile | Media | Terms of Use/Privacy Policy | Tell A Friend | Shipping & Returns Policy | Sitemap

b. Reset Password

Once you have created your CarMD account, you can change your personal password at *any time*.

- Click the **Reset Password** link in the CarMD left navigation bar to open the edit screen.
- Enter your *current* password in the **Current Password** text box.
- Enter your *new* password in the **New Password** and **Re-Enter New Password** text boxes. *Be sure* to enter your new password in *exactly* the same way in *both* text boxes. Your password can be a *maximum* of 18 characters long. To guard your privacy, you may wish to use both alphabetic and numeric characters in your password.



- Select your Secret Question
- Enter your Secret Answer in the text box
- Click the **Reset Password** button to save your new password. If your update *is not successful*, an error message shows at the top of the screen. Re-enter your current and new password as needed, then press the **Reset Password** button. The *CANCEL* button exits you from this screen without making any changes.

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The Anatomy of a CarMD Report

The CarMD report is divided into four sections: **My Summary** / **My Diagnosis** / **My Cure** / **Staying Healthy**. Each sections offer more detail of your test results to make it easy for you to determine the best course of action.

• My Summary Tab

The *My Summary* tab shows a quick glance of the results of your vehicle's condition.

EMAIL or **PRINT** your displayed test results.

Your Vehicle's Health Status
Identifies your vehicle's condition and its **Emissions** readiness

My Cure
Shows the **estimated repair costs** to solve your problem. Here you can quickly determine if you wish to do it yourself, or have it repaired by a professional repair shop. Click *View Details* to open the My Cure page.

Vehicle Information
Presents your vehicle's information including, VIN, year, make model, and more. Click the *[+] Expand* or *[-] Collapse* to open or close this section.

Test Results Summary
Provides a summary of your test results, including if your **check engine light** is on; what **codes** were set (Stored, Pending, ABS); verify if you are ready for an **emissions test**; and discover if there are any **Technical Service Bulletins** and **Safety Recalls** for the vehicle tested.

→ *What do the Test Results icons indicate?*

ICON	DEFINITION
	Green LED – All systems are reporting good and healthy status
	Yellow LED – Possible Problem / May require attention
	Red LED – Problem Found / Needs Service

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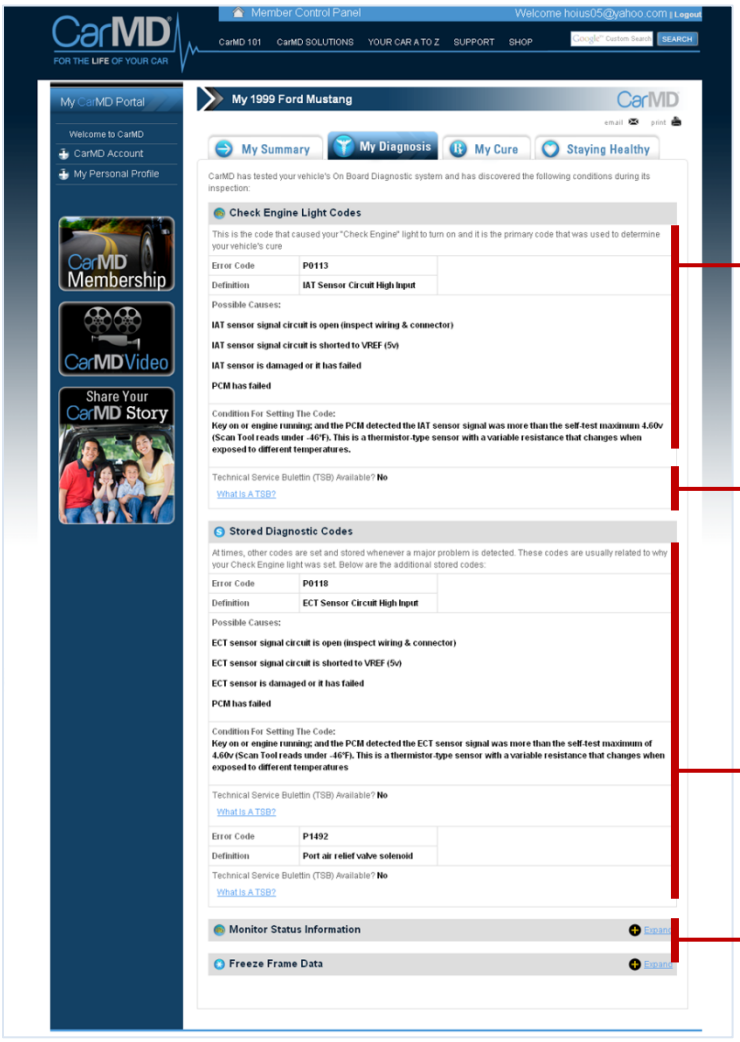
• My Diagnosis Tab

The *My Diagnosis* tab shows the detailed technical results of your test. Here is where you can get a more detailed explanation of what codes were set and why they were set.


Member Control Panel
Welcome horus05@yahoo.com | Logout
CarMD 101
CarMD SOLUTIONS
YOUR CAR A TO Z
SUPPORT
SHOP
SEARCH
My CarMD Portal
Welcome to CarMD
CarMD Account
My Personal Profile
CarMD Membership
CarMD Video
Share Your CarMD Story
My 1999 Ford Mustang
My Summary
My Diagnosis
My Cure
Staying Healthy
CarMD has tested your vehicle's On Board Diagnostic system and has discovered the following conditions during its inspection:
Check Engine Light Codes
This is the code that caused your "Check Engine" light to turn on and it is the primary code that was used to determine your vehicle's cure
Error Code P0113
Definition IAT Sensor Circuit High Input
Possible Causes:
IAT sensor signal circuit is open (inspect wiring & connector)
IAT sensor signal circuit is shorted to VREF (5v)
IAT sensor is damaged or it has failed
PCM has failed
Condition For Setting The Code:
Key on or engine running; and the PCM detected the IAT sensor signal was more than the self-test maximum 4.60v (Scan Tool reads under -46°F). This is a thermistor-type sensor with a variable resistance that changes when exposed to different temperatures.
Technical Service Bulletin (TSB) Available? No
What is A TSB?
Stored Diagnostic Codes
At times, other codes are set and stored whenever a major problem is detected. These codes are usually related to why your Check Engine light was set. Below are the additional stored codes:
Error Code P0118
Definition ECT Sensor Circuit High Input
Possible Causes:
ECT sensor signal circuit is open (inspect wiring & connector)
ECT sensor signal circuit is shorted to VREF (5v)
ECT sensor is damaged or it has failed
PCM has failed
Condition For Setting The Code:
Key on or engine running; and the PCM detected the ECT sensor signal was more than the self-test maximum of 4.60v (Scan Tool reads under -46°F). This is a thermistor-type sensor with a variable resistance that changes when exposed to different temperatures
Technical Service Bulletin (TSB) Available? No
What is A TSB?
Error Code P1492
Definition Port air relief valve solenoid
Technical Service Bulletin (TSB) Available? No
What is A TSB?
Monitor Status Information
Freeze Frame Data

Check Engine Light Codes

This is the code that set your check engine light on. The section includes the code, definition, possible reasons on why the code was set, and the conditions for setting the code.

Technical Service Bulletin (TSB)

A TSB is an advisory issued by a vehicle manufacturer to its service departments detailing a fix for a known concern or difficult repair. This section will identify if a TSB is available, which resolves the discovered fault code. CarMD offers you the option to purchase these for a minimal cost when they are available.

Stored Diagnostic Codes

At times, other codes are set and stored whenever a major problem is detected. These codes are sometimes related to why your warning light was set. This section also identifies if there are any TSBs related to the discovered code.

Additional Data

These two sections offer more detailed technical information on your vehicle. Click the *[+] Expand* or *[-] Collapse* to open or close each section.

Monitor Status Information – shows which emissions monitors have completed their cycle. As a general rule, a vehicle cannot undergo an emissions (smog) test if all its monitors are not completed.

Freeze Frame Data – this is a "snap shot" of your vehicle's operating values when the check engine light was set by the vehicle's on board computer. This information is valuable when performing the fix yourself or if you are having a professional technician perform the repair. The theory is to recreate these parameters to ensure that the problem was indeed corrected.

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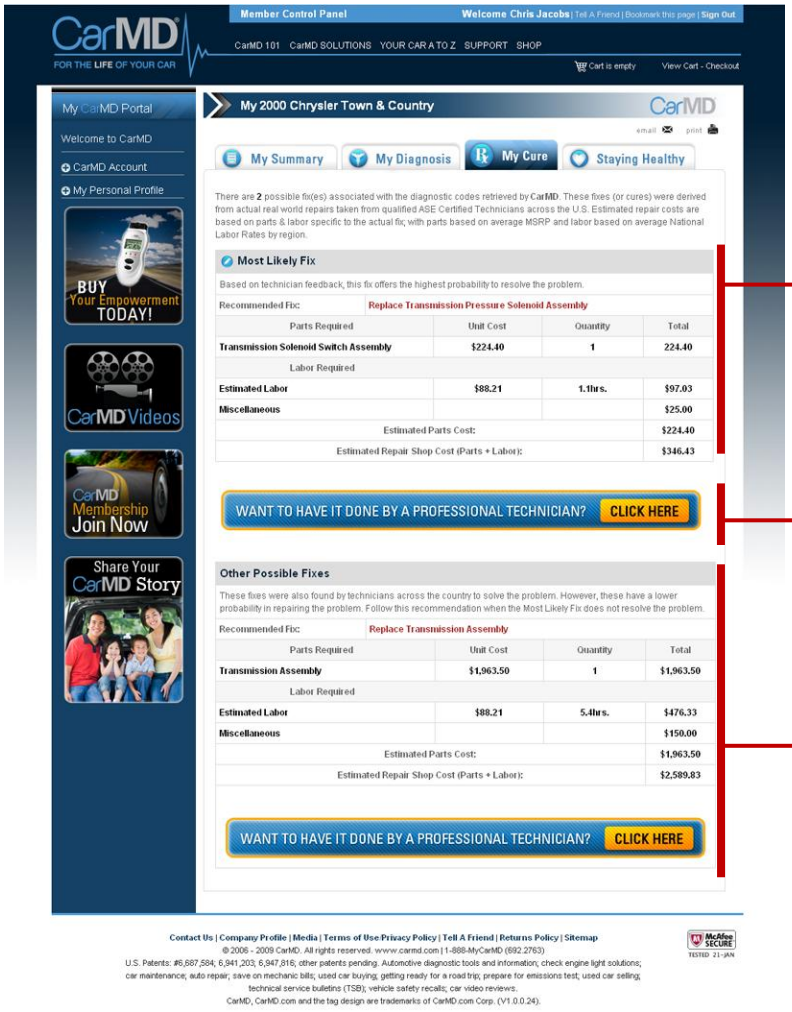
- **My Cure Tab**

The *My Cure* tab offers the **most likely fix** to your vehicle's problem. Here is where you can see the details of what parts are required and the cost associated to fix the problem yourself or have it repaired by a qualified technician.


Member Control Panel
Welcome Chris Jacobs
CarMD 101 CarMD SOLUTIONS YOUR CAR A TO Z SUPPORT SHOP
My CarMD Portal
Welcome to CarMD
CarMD Account
My Personal Profile
BUY Your Empowerment TODAY!
CarMD Videos
CarMD Membership Join Now
Share Your CarMD Story
My 2000 Chrysler Town & Country
My Summary
My Diagnosis
My Cure
Staying Healthy
There are 2 possible fix(es) associated with the diagnostic codes retrieved by CarMD. These fixes (or cures) were derived from actual real world repairs taken from qualified ASE Certified Technicians across the U.S. Estimated repair costs are based on parts & labor specific to the actual fix; with parts based on average MSRP and labor based on average National Labor Rates by region.
Most Likely Fix
Based on technician feedback, this fix offers the highest probability to resolve the problem.
Recommended Fix: Replace Transmission Pressure Solenoid Assembly
Parts Required | Unit Cost | Quantity | Total
Transmission Solenoid Switch Assembly | $224.40 | 1 | 224.40
Labor Required
Estimated Labor | $88.21 | 1.1hrs. | $97.03
Miscellaneous | $25.00
Estimated Parts Cost: $224.40
Estimated Repair Shop Cost (Parts + Labor): $346.43
WANT TO HAVE IT DONE BY A PROFESSIONAL TECHNICIAN? CLICK HERE
Other Possible Fixes
These fixes were also found by technicians across the country to solve the problem. However, these have a lower probability in repairing the problem. Follow this recommendation when the Most Likely Fix does not resolve the problem.
Recommended Fix: Replace Transmission Assembly
Parts Required | Unit Cost | Quantity | Total
Transmission Assembly | $1,963.50 | 1 | $1,963.50
Labor Required
Estimated Labor | $88.21 | 5.4hrs. | $476.33
Miscellaneous | $150.00
Estimated Parts Cost: $1,963.50
Estimated Repair Shop Cost (Parts + Labor): $2,589.83
WANT TO HAVE IT DONE BY A PROFESSIONAL TECHNICIAN? CLICK HERE
Contact Us | Company Profile | Media | Terms of Use/Privacy Policy | Tell A Friend | Returns Policy | Sitemap

Most Likely Fix

CarMD's fixes are derived from actual real world repairs taken form qualified ASE Certified technicians across the U.S. This "cure" offers the highest probability to make the correct repair.

Get it Repaired

CarMD offers this quick link to open a printer friendly report. Use it to help negotiate the best rate before you have it serviced or use it as a quick shopping list to make the repairs yourself.

Other Possible Fixes

There are times when CarMD finds more than one "fix" to the problem. Follow this recommendation when the most likely fix does not resolve the issue.

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- **Staying Healthy Tab**

Keep your vehicle running safely and healthy! CarMD offers the following resources to keep your vehicle stay in optimum condition. Continue checking this section as we bring you additional information.

Member Control Panel
Welcome Chris Jacobs | Tell A Friend | Bookmark this page | Sign Out
CarMD 101 CarMD SOLUTIONS YOUR CAR A TO Z SUPPORT SHOP
Cart is empty View Cart - Checkout
My CarMD Portal
Welcome to CarMD
CarMD Account
My Personal Profile
BUY Your Empowerment TODAY!
CarMD Videos
CarMD Membership Join Now
Share Your CarMD Story
My 2000 Chrysler Town & Country
email print
My Summary
My Diagnosis
My Cure
Staying Healthy
Keep your vehicle running safely and healthy! CarMD offers the following resources to keep your vehicle in optimum condition. Continue checking this section as we bring you additional information. Tell us what else you would like to see in this section. Send us an email of what you'd like to see in this section
Technical Service & Safety Recall Information
Your 2000 Chrysler Town & Country has 116 technical service bulletins and 0 safety recall notices.
Technical Service Bulletins
System Type
No. of TSBs
Accessories and Fluids 14 VIEW
Body 20 VIEW
Brake 5 VIEW
Electrical 19 VIEW
Emission Control 9 VIEW
Fuel & Spark 6 VIEW
HVAC 4 VIEW
Powertrain 19 VIEW
Steering & Suspension 16 VIEW
Tools & Hardware 3 VIEW
Wiper and Washer 1 VIEW
Safety Recall Notices
0
Contact Us | Company Profile | Media | Terms of Use/Privacy Policy | Tell A Friend | Returns Policy | Sitemap

Safety Recall Notice

A vehicle safety recall notice is an announcement by the manufacturer that a substantial number of vehicles in one category have an emissions or safety related problem that requires immediate attention. Most of the time, these are performed at no cost to the vehicle owner. CarMD's database provides these as a free courtesy to all registered members.

Technical Service Bulletin (TSB)

A TSB is an advisory issued by a vehicle manufacturer to its service departments detailing a fix for a known concern or difficult repair. TSBs are divided into major categories, including: Accessories & Fluids / Body / Brake / Cooling / Electrical / Powertrain / Steering & Suspension / and others. CarMD provides you the ability to view these at your discretion and purchase them at a minimal cost. Maybe we have the solution on how to fix something you've put off for years…*take a look*!

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Technical Support

- **Troubleshooting Tips**

CarMD Handheld Tester

- **CarMD Tester does not power up** - Replace the tester's two (2) AAA batteries by removing the tester's back cover.
- **Battery icon on the LCD is ON, LObAt is displayed, and all the LEDs are flashing -** This stands for "Low Battery" and signifies that the tester's batteries are weak. Replace the two (2) AAA batteries.
- **Tester is beeping erratically when connected to vehicle and/or LCD displays "ERROR" -** If you hear 8 to 10 beeps instead of 4 beeps and see an "Error" message on the tester's screen: make sure the ignition is "ON;" check the CarMD connection to the vehicle's connector (DLC); turn the ignition off, wait 5 seconds, turn the ignition back on.

CarMD Software

To get access to the MyCarMD detailed reports, you need to ensure the following: **1)** your CarMD software is installed and running, **2)** your CarMD tester is connected to your computer via USB port, and **3)** you have a current website connection.

Following are some suggestions and tips to help you avoid common operating errors and ensure optimal CarMD tester & software usage.

- **CarMD software is properly installed on your computer** – Verify this by checking for the "CarMD" icon on your computer's task bar or system tray.
- **CarMD software must be currently running** – Verify that the CarMD software is currently running and that the CarMD icon is in the system tray (PC) or dashboard (Mac). If the software is not running you must start it manually before connecting the tester to your computer.
- **The handheld tester must contain data from your vehicle** – Information is gathered from your car when you plug it into the Data Link Connector (usually found under the dashboard). You can verify that your tester has valid data by pressing the ON button and looking for data on the LCD Display or for a red, green or yellow LED.
- **CarMD tester must be plugged into a USB port** – If you are using a USB hub and having problems, try connecting the tester directly to your computer. After plugging it in, it should take less than 10 seconds for your web browser to pop up. (Note: The first time you plug in the tester, it will take longer because the computer must register the new device.)
- **Confirm Internet access** – When you plug in the CarMD tester to your USB port the software will automatically open your web browser and navigate to www.CarMD.com. If your computer does not have working Internet access, the browser will show an error message such as "*The page cannot be found*" or "*The page cannot be displayed.*"

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Additional Troubleshooting

If you've tried the preceding steps and are still having trouble, here are some additional troubleshooting tips:

To start troubleshooting, open the CarMD software control panel. (See section below, 'Where is my CarMD control panel?') Click the second tab, labeled "Settings/Status," and take a look at the "Current Tool Status" indicator. The tool status will show one of the following conditions:

- **Disconnected** - Your tester is not currently connected. If you have plugged in your tester, but still see this condition, see the "Hardware Problems" section below.
- **Connected -** Your tester is plugged in and communicating with the software. If you want to resubmit tester data to the CarMD web site (via your web browser), simply click the "Get Diagnosis Now" button. If you've done this and are still having problems, read the "Internet/Browser Problems" section below.
- **Updating** - Your tester's firmware is currently being updated. This will only take a few minutes. Wait until the update is complete and then follow the prompts.
- **Updated** - Your tester's firmware has been successfully updated. To reset the tester and continue using it, unplug it from the USB port, wait a moment, and plug it back in again.
- **Error** - Your tester is plugged in, but there was an error when the CarMD software tried to communicate with it. Please see the section "Tool Error" below.

FAQs

Q: Why do the round icons continue to flash on the upper left portion of CarMD's LCD screen?

A: These icons represent diagnostic test Monitors available in your vehicle's computer emissions system; they are technically known as **I/M MONITOR STATUS**. Monitors are special programs used by the vehicle's computer to verify proper operation of specific emissions-related components or systems (Oxygen Sensor, Catalytic Converter, EGR Valve, Fuel System, etc.). If a Monitor icon is *flashing*, it indicates the associated Monitor is currently in "HAS NOT RUN" status. A Monitor *will not* run until the proper set of conditions required to enable it to perform the self-diagnosis and testing of its assigned engine system have occurred. When a Monitor icon is *solid*, it indicates the associated Monitor is currently in "HAS RUN" status; the Monitor was able to meet *all* the conditions required to enable it to perform and complete the self-diagnosis and testing of its assigned engine system. When the conditions are met to allow each monitor to run during a *single* trip (of *multiple* subsequent trips), it is called performing a Drive Cycle. Put simply, if a monitor is flashing, it can mean the vehicle recently had work performed and needs to be driven to reset the monitors *or* the vehicle's computer noted something it didn't like that may trigger the check engine light to come on later. If these icons are flashing, it is unlikely that the vehicle will pass its emission test.

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Q: Why doesn't the CarMD Handheld Tester power up on my vehicle?

A: First, double check that the AAA batteries in the tester are good and that the CarMD handheld device turns off and on when not connected to the vehicle. If the tester still won't turn "ON" while connected to the vehicle, it's likely that power is not being supplied to the #16 pin of the vehicle's Data Link Connector (DLC). This is usually caused by a blown fuse, and is commonly associated with the vehicle's cigarette lighter. You should check the condition of *all* fuses, but the defective fuse will most often be associated with a system that has power at all times, such as the cigarette lighter, horn or dome lights.

Q: Why do I get the "Err1" message on the CarMD Tester?

A: The "Err1" message indicates that the CarMD handheld tester was not able to establish a link with the vehicle's computer. Check the cable connections at the vehicle's Data Link Connector (DLC). Turn the ignition off, wait 10 to 12 seconds, then turn the ignition back on to reset the vehicle's computer.

NOTE: If you continue to receive the "Unable to establish link" message, try starting the vehicle first, then connect the CarMD tester to the vehicle's DLC with the engine running. If the condition continues, it may be necessary to return the CarMD device to CarMD.com Corp. for an update to the firmware (please contact our technical support team at toll-free 888.MyCarMD (888.692.2763) for additional information). If you are still unable to link to your vehicle after performing these steps, please contact our technical support team for additional assistance.

Q: I replaced the part associated with the code found on my CarMD tester, but the same code recurs.

A: The CarMD handheld tester is designed to retrieve Diagnostic Trouble Codes (DTCs) from your vehicle's computer. The code(s) shown on the tester serve as a *starting point* for repairs. You should *never* replace a part based only on the DTC definition. To further decode the most likely fix associated with the code or codes pulled by the tester, you should connect the CarMD handheld device and generate a CarMD health report, which provides most likely fix along with do-it-yourself and repair shop costs.

If you are a professional automotive technician or seasoned do-it-yourselfer, we recommend the report along with a detailed "How To" repair procedure and additional testers to perform an accurate and effective repair yourself. Each code will lead you to a system or circuit on the vehicle that will require further testing to isolate the cause of the code. Each DTC has a *specific* set of testing procedures and instructions that must be followed to confirm the location of the problem.

It is important to remember that if you are an average driver with little or no automotive repair experience, this information is designed to guide and empower you in your automotive repair and maintenance decisions. Always consult with a qualified automotive technician before making repairs.

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Q: I'm having trouble linking the CarMD Handheld Tester to some vehicles manufactured by Volkswagen.

A: Volkswagen has an issue with communication when the vehicle has an aftermarket alarm or radio installed. This issue *is not* limited to CarMD testers, but occurs with *all* code readers and scan testers on the market. Consult your local Volkswagen dealership or Service Center for the proper testing procedures in this case.

Q: I'm having trouble linking the CarMD Handheld Tester to some vehicles manufactured by Subaru.

A: If you have trouble linking the CarMD tester to a Subaru vehicle, try starting the vehicle first, then connect the CarMD device to the vehicle's DLC with the engine running. If the condition continues, please contact our technical support team at toll-free 888.MyCarMD (888.692.2763) for additional information. We may be able to provide you with an extension cable that will help with the fit. We may also need to have you return the tester for an upgrade.

Q: How can I upgrade My CarMD Handheld Tester to a newer version?

A: The CarMD handheld device is *flash updateable* via the Internet. Each time you connect your CarMD tester to your computer, it will check for any updates to the software and firmware. If an update is available, you will be prompted to follow a few easy steps to download and install the update(s). While this may take a couple minutes, please be patient. This automated value-add helps ensure that you have the most up-to-date coverage and technology.

Q: Is the CarMD "ready to use" out of the package, or does it need to be updated first?

A: Every CarMD tester is ready to be used right out of the package, and is configured with the latest version of the firmware available at the time of manufacture. There is no need to connect it to a computer to upload any data for the first-time use. We recommend connecting your tester to the vehicle first and then proceeding to connect the CarMD tester to your computer for the remaining registration process. If there are any updates since the time of manufacture, you will be notified at this time. **NOTE:** If, for some reason, the tester is unable to connect to your vehicle, we recommend that you install the CarMD software and connect your tester to your computer to check for updates.

Q: Will the CarMD device damage my vehicle's electronic systems?

A: Rest assured; the CarMD tester and technology are completely safe for use on both your vehicle and personal computer. CarMD is designed to retrieve information that is stored in your vehicle's computer. With the exception of initiating the EVAP system leak test (for vehicles that support this functionality), it does not command, control, or otherwise enter information on your vehicle. It is not possible for these tools to damage your vehicle's electronic system.

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Q: Do I need adapters for different vehicles?

A: No. It is not necessary to purchase any additional adapters. All cars, trucks, SUVs and minivans – foreign and domestic – build after 1996 are required to be OBD2-compliant. This means that they all have a standard universal 16-pin connector. This little port is usually located under the dashboard on the driver's side, but may be in one of nine locations under the car's front dash. Visit the CarMD.com website to search by year, make and model to see where this port is on your car or truck. The head of the CarMD tester is designed to connect to *all* vehicles with this OBD2-compliant computer system.

Q: Can I use the CarMD tester with the engine running?

A: We always recommend connecting the CarMD tester to your vehicle *first*, *before* turning on the ignition or starting the vehicle. So long as this procedure is followed, you can use the CarMD on the vehicle while it is running. So don't worry if you forget to unplug it before you drive somewhere. **IMPORTANT NOTE:** It is not necessary to try and look at the CarMD display while driving. It's battery-operated memory will keep everything in the tester's memory even after you unplug it from the car and can view it safely after the vehicle is in park.

Q: Will this Tester read and display Live Data?

A: No. The CarMD device is designed for consumers and light do-it-yourselfers. Live data is typically available in more powerful and expensive professional scan testers. It's designed to view, record and playback details about what was happening in the vehicle's computer when a problem occurred. It helps professional automotive technicians troubleshoot tough repairs.

Q: Why doesn't the CarMD User's Guide provide definitions for all of the available codes?

A: The great thing about the CarMD product that makes it different from anything else on the market is that it comes with software and access to a powerful database that does all the work and decoding for you. To learn what the codes on the CarMD tester mean, simply plug the tester into your computer and generate your personal diagnostic report. This provides a summary of what the code(s) mean in easy-to-understand language.

Q: With what model years is the CarMD tester compatible?

A: CarMD works on all (on-board diagnostic 2nd generation) OBD2-compatible vehicles. These include all 1996 and newer cars, trucks, minivans and SUVs in the United States – foreign and domestic. CarMD will also work on vehicles using the new CAN technology. Currently, there is no cut off year for our testers.

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Q: Will CarMD work on vehicles outside the US?

A: CarMD is designed to work on *all* OBD2-compliant vehicles. OBD2-compliant means all 1996 and newer cars, light duty trucks/vans and SUVs sold in the United States. Vehicles sold in other countries, although similar, *are not* configured the same as vehicles sold in the United States, and CarMD *may not* be able to link to them. There are times when it *will* link to vehicles sold outside the United States, but this functionality *is not* guaranteed.

Q: Will the CarMD tester work on diesel vehicles?

A: Yes, as long as the vehicle is OBD2-compliant. Check the Vehicle Emission Control Information (VECI) label (usually found under the hood). If the label states that the vehicle is OBD2-compliant, the CarMD tester is compatible with the vehicle. **NOTE:** Vehicles from 1996 to 2009 that weigh more than 8500lbs Gross Vehicle Weight (GVW) are not required by law to OBD2 compliant, and therefore are usually not. These vehicles are considered to be heavy-duty vehicles and do not need to comply with the same rules as light/medium duty vehicles. Beginning in 2010, all 2010 and later heavy-duty diesel and gasoline engines up to 14,000 pounds will be CarMD compatible.

Q: Will CarMD work on "full size" trucks or motor homes?

A: Vehicles that weigh more than 8500lbs Gross Vehicle Weight (GVW) are considered "heavy duty vehicles," and *are not* required to be OBD2-compliant. You can, however, check the emission Vehicle Emission Control Information (VECI) label. If the label states that the vehicle is OBD2-compliant, the scan tool is compatible with the vehicle. It will not work on Class A RVs. The tester does read diagnostic trouble codes for some Class C RVs, but it is not designed for this application.

Q: Does CarMD work on vehicles with extended CAN (controller area network) coverage?

A: Yes. CarMD is compatible with the newer 29-bit extended CAN computer systems. Featured on newer-model cars and trucks, this is basically just a faster way for the vehicle's computer to talk with its many high-tech systems.

Q: Can I retrieve manufacturer-specific Diagnostics Trouble Codes (DTCs) with CarMD?

A: Yes. The CarMD Handheld tester is capable of retrieving manufacturer-specific codes. The tester will retrieve both Generic (P0, P2, P3, and U0) *and* Manufacturer Specific (P1, P3, and U1) diagnostic trouble codes, and your personal CarMD diagnostic report will decode them for you.

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Q: What is the purpose of CarMD's Vehicle Health Status™ LEDs?

A: The green, yellow, and red LEDs (light emitting diodes) provide a quick way to help you determine if a vehicle is ready for an Emissions Test (Smog Check). These lights are also a good way to "quick check" any vehicle before a road test, as part of a regular maintenance program and when shopping for a used car.

- **Green = System Pass**; Your vehicle is ready for an Emissions Test
- **Yellow = A potential problem may exist**; Further investigation is required before attempting an Emissions Test
- **Red = The vehicle has a current problem**; Vehicle must be repaired before attempting an Emissions Test.

Q: Can I retrieve ABS, Body or Air Bag codes with CarMD?

A: CarMD is designed to retrieve codes from the powertrain control module that turns on the check engine light. The powertrain system on OBD2-compliant vehicles is *required* to follow certain rules. Currently, manufacturers are free to use any methods they wish to implement other systems. Beginning in 2010, CarMD will be able to read ABS (anti-lock brake) and SRS (safety restraint system) codes on select vehicles. Please continue to check the CarMD website for the latest updates.

Q: Will CarMD let me erase codes and turn the check engine light off?

A: No. CarMD.com Corp. elected not to include this feature in the tester. It is *not* recommended for drivers to turn off their vehicle's "CHECK ENGINE" light until the pending or current problem has been identified and repairs confirmed. Doing so would be similar to ripping a page out of your medical chart. The computer holds necessary information designed to fix (or cure) the vehicle's ailment. If you are a confident do-it-yourselfer or have confirmed that the "CHECK ENGINE" light is illuminated because of a loose gas gap and wish to turn it off, we recommend purchasing a product called an OBD2 code reader or scan tool from your local auto supply store, or contacting our technical support team at toll-free 888.MyCarMD (888.692.2763) for additional information.

Q: Will CarMD read a vehicle identification number (VIN)?

A: Yes. CarMD has the capability to extract the VIN from most newer model vehicles. However, on some earlier model cars and trucks, you may still need to write down the VIN and enter it manually into your computer when registering that vehicle for the first time.

Q: Are there adapters available to allow CarMD to work on pre-1996 OBD1 vehicles?

A: No. CarMD is compatible with OBD2 vehicles *only*. Even if you were to purchase adaptors from other diagnostic tools, they will not allow the CarMD device to link with an older-model car or truck.

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Q: If I lose or damage my software CD, do I have to buy another one?

A: No. Once you have purchased a CarMD product, you are part of our family for the Life of Your Car … You can always download the latest version of the software from the MyCarMD private section of the *www.CarMD.com* website. Or, by contacting our technical support team at toll-free 888.MyCarMD (888.692.2763).

Q: I lost my CarMD Quick Reference User's Guide; where can I get another one?

A: You can download a PDF copy of the manual online at *CarMD.com* in the CarMD Solutions section of the site.

Q: Where is my CarMD control panel?

A: The CarMD control panel is a small window used to change program settings, get help, and view the current tool status. To open it, click on the CarMD icon. (If you can't find the icon, see the section *Configuring & Using Your CarMD Software)*. Doing this will make the CarMD control panel visible. The control panel is a small window, titled "CarMD," which has four tabs labeled "Welcome," Settings/Status," "Help," and "About."

Q: What does the "Unable to send data to server" message mean?

A: This message displays when you connect your CarMD to your computer, and your computer cannot establish a link to the CarMD website. This usually occurs only if you use America Online® to connect to the Internet and use America Online as your default web browser. CarMD requires Internet Explorer to properly connect to the Internet. Use the steps below to set Internet Explorer as your default web browser. Be sure to use the correct procedure for your operating system.

Disconnect CarMD from your PC before making changes to your default browser.

The following are general procedures to set your default browser. Actual procedures may vary slightly depending on your browser version and operating system.

- **Why does the "Welcome to Windows" screen appear when I start Windows XP after installing CarMD?** CarMD requires Microsoft's .NET Framework 1.1 for proper operation. If your PC is not configured with .NET Framework 1.1, it is installed when you install the CarMD software. When the .NET Framework 1.1 is installed on a PC running Windows XP, a hidden local user account named ASPNET is created. When you start Windows, Windows treats this account as an additional user, even though the account is hidden. Since Windows "see" two users on the PC, the Welcome screen appears and prompts you to click your user name. To correct this problem, you must obtain and install Microsoft .NET Framework 1.1 Service Pack 1. Service Pack 1 can be obtained from Microsoft at http://support.microsoft.com/kb/885055/.

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Hardware Problems

The CarMD tester is a standard USB device designed to work with Windows and Mac computers. No special drivers are required; your computer should recognize the device with or without the CarMD software installed. The tester can be plugged into any USB port, including "full speed" (USB 1.1) or "high speed" (USB 2.0). Although most USB hubs are supported, for best results, plug the tester directly into a USB port on your computer. If your tester is plugged in properly and your "Current Tool Status" indicator says "Error," please see the section "Tool Error" below. A few moments after plugging in the tester, you should see the status change to from "*Disconnected*" to "*Connected*." If the status does not change, here are a few things to try:

- Unplug the tester from your computer, wait a moment, and plug it back in. Make sure the connector is straight, secure and fully inserted.
- Unplug the tester from your computer and try plugging it into different USB port.
- If you are using a USB hub, try plugging the tester directly into a port on your computer. Many USB hubs are not designed to provide the amount of power necessary to operate the tester. Only a "powered" USB hub (one that has an A/C adapter) will provide enough power.
- If you have more than one CarMD tester plugged into your computer, unplug all but one of those devices.

Internet/Browser Problems

If your tester is working properly but you are not connecting to *CarMD.com*, try using your web browser to view another commonly used website. If you are unable to view a different site, you are probably experiencing an Internet connection problem. Contact your ISP (Internet Service Provider) for help in getting your computer online. If you are able to view another web site in your browser, here are a few things you can try:

- The problem may have been caused by a brief interruption in service or unusually heavy network traffic. Wait a few minutes and try again.
- If you do not the Internet Explorer web browser, try resetting your default browser to Internet Explorer.
- Reboot your computer and try again.
- Check your system by running anti-virus and/or anti-spyware software.

Tester Error

If the "Current Tool Status" indicator says "Error… click here," click to get a pop-up message with a description of what caused the error. If the error message refers to a hardware problem, please refer to the section "*Hardware Problems*." If the error message refers to a web browser or Internet connection problem, refer to the "*Internet/Browser Problems*" section for help. You can also reset the error condition and retry by unplugging the tester and plugging it back in again.

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- **Common VIN Locations**

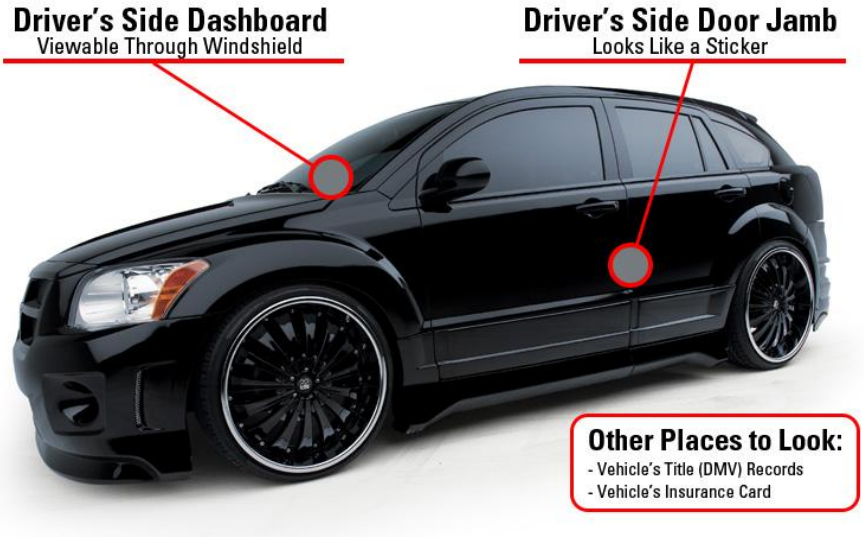
Every vehicle has a Vehicle Identification Number, or VIN, that is the assigned at the time your vehicle was manufactured. The VIN is unique to your vehicle; no two vehicles have the same VIN. The VIN is used to track things like your vehicle's insurance policies, accident reports, and anytime you have body or engine work performed on your vehicle.

Generally, the VIN number is 17 characters long. It looks like this:

Each character has a special meaning: Where the vehicle was made; who manufactured it; the make and model; and other unique and identifying features. When copying down your vehicle's VIN, it is important to note that the letters I or O will never appear in your VIN. These will be represented as the numbers 1 and 0.

Locating Your Vehicle's VIN

There are a number of different places that your VIN may appear on your vehicle. (You should also be able to find it on your vehicle's insurance and title records.) Should you have any trouble locating the VIN, we recommend contacting your dealership or manufacturer who can help you find the exact location for the specific make and model of your vehicle. Some common VIN locations are illustrated below (If in doubt you can always refer to your vehicle registration for the VIN):



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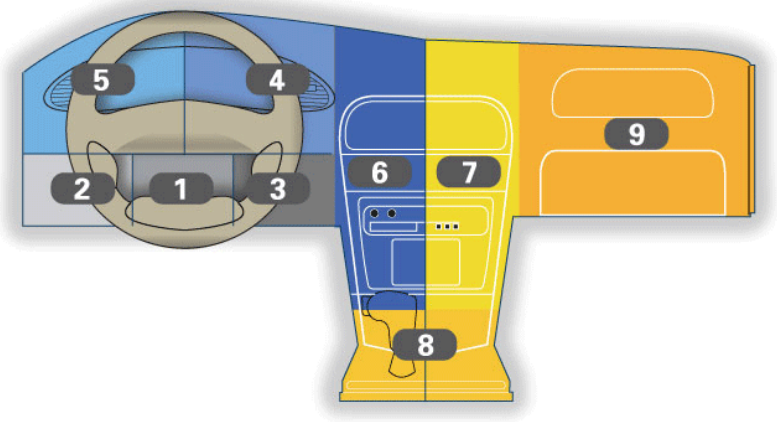
- **Where's My Vehicle's Connector**

Below is an illustration showing all of the nine possible locations inside your vehicle where the CarMD connector can be found. The most popular spot is just ender the steering wheel. Please visit *CarMD.com* to find the exact location for your vehicle or reference your vehicle user's manual.



- **Contact Us**

  - **Tried troubleshooting but still have technical questions about your CarMD product?**
    → Email Technical Support: ***support@CarMD.com***

  - **Questions about your purchase?**
    → Email Customer Service: ***customerservice@CarMD.com***

  - **General questions / feedback?**
    → Email Us: ***corp@carmd.com***

  - **Have a great CarMD story to tell us?**
    → Email Us: ***myStory@CarMD.com***

  - **Having problems with our website?**
    → Email Our Webmaster: ***webmaster@CarMD.com***

  - **For other inquiries, write or call us at the address below:**

    CarMD.com Corp.
    11245 Young River Ave.
    Fountain Valley, CA 92708
    U.S.A.

    Phone: 1-888-MyCarMD (692-2763) / 6:00 am to 6:00 pm Monday to Saturday (Pacific Time)

    Fax: 714-241-6818

    Email: ***corp@CarMD.com***

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- **Additional Help References**

Your CD-ROM includes the following additional documents in Adobe® Acrobat PDF* format:

1. Vehicle Check-Up List - this recommended vehicle maintenance checklist is offered as a courtesy from the ASE Certified Technicians at CarMD.com Corp. When used as part of a regularly scheduled automotive maintenance program, CarMD can help you keep your vehicle in good health.

2. Quick Reference User's Guide - a copy of the included user's manual for your reference.

3. CarMD Used Car Buying Tips - a great way to prepare and evaluate your next used car purchase.

These documents require the use of Adobe® Acrobat Reader, which is included at no charge in the CarMD CD-ROM. You can also get the latest version of this software by visiting the Adobe website at: ***http://www.adobe.com/products/acrobat/readstep2.html***

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Product Legal Information

- **Limited 1-Year Warranty**

  CarMD.com Corp ("CarMD") warrants to the original purchaser that this unit is free of defects in materials and workmanship under normal use and maintenance for a period of 1 year from the date of original purchase. The warranty applies only to registered CarMD users who register their product at our website www.CarMD.com at time of purchase. If the unit fails within the 1 year period, it will be repaired or replaced, at CarMD's option, at no charge, when returned prepaid to the CarMD Technical Service Center with proof of purchase. Installation labor is not covered under this warranty. The sales receipt may be used for this purpose.

  All replacement parts, whether new or re-manufactured, assume as their warranty period for only the remaining time of this warranty. This warranty does not apply to damage caused by improper use, accident, abuse, improper voltage service, fire, flood, lightning, or other acts of God, or if the product was altered or repaired by anyone other than the CarMD Technical Service Center. Consequential and incidental damages are not recoverable under this warranty.

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  The CarMD site contents, including text, graphics, images and other information ("Content") are for informational purposes only. The Content provided on this site is not intended to be a substitute for advice, diagnosis or repair by a qualified professional technician. Always seek the advice of your personal mechanic, dealership or an ASE Certified automotive technician with any questions you may have regarding vehicle maintenance or concerns.

  The CarMD device, kiosk, and website are meant to provide a basic overview of probable causes related to electronic- and emissions-related systems in your vehicle. Probable cause(s) and Probable Fix(es) are based on years of historical data compiled by ASE Certified Master Technicians. They are organized from most probable to least probable. Estimates are based on parts and labor costs broken down by U.S. region. The probable Fix / Solutions do not include the diagnostic time, which will vary from one repair shop to another.

  It is not recommended that you make repairs, nor avoid service recommended by a qualified technician, solely because of something you read on the CarMD website or a Diagnostic Trouble Code (DTC) you received from any CarMD tester. This product should be used as a supplement to a regular automotive maintenance program, which also includes basic mechanical upkeep such as regularly checking your tire pressure, oil and fluids, etc.

  If you have an automotive emergency, pull to the side of the road and call a qualified roadside maintenance service.

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